ER-88-3257X

DDA Subject

LQG5-20

LQG5-07

45-1

ROUTING AND TRANSMITTAL SLIP

Date 16 August 1988

TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. PROCUREMENT MANAGEMENT STAFF/OL		
2.		
3.		
4.		
5.		

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

#1 FOR ACTION: PLEASE PROVIDE APPROPRIATE

RESPONSE AS NECESSARY AND A DROP COPY FOR DDA.

SUSPENSE: 26 AUGUST 1988

DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)	Room No.—Bldg.
	Phone No.

EXECUTIVE SECRETARIAT
ROUTING SLIP

TO:		ACTION	INFO	DATE	INITIAL
1	DCI				
2	DDCI		X		
3	EXDIR				
4	D/ICS				
5	DDI				
6	DDA	X			
7	DDO				
8	DDS&T				
9	Chm/NIC				
10	GC				
11	IG				
12	Compt				
13	D/OCA				
14	D/PAO				
15	D/PERS				
16	D/Ex Staff				
17					
18					
19					
20					
21					
22					

SUSPENSE _____ Date

Remarks   To DDA: Direct response, if needed.

STAT

STAT

Executive Secretary
15 Aug 88
Date

3637 (10-81)

KPI

government division

Executive Registry

88-3257X

August 5, 1988

Robert M. Gates, Deputy Director
Central Intelligence Agency
Washington, D.C. 20505

Dear Director Gates:

The **GRAMM-RUDMAN** driven budget cuts, in the face of continued high demand for your Agency's services, means that one of the toughest management challenges you face is to increase productivity of limited staff.

A ripe area to increase staff productivity is with the ever growing numbers of your people who use keyboards in their daily work.

We can increase the utility of the $ millions spent on data and automation equipment which have keyboards as the initial input device. Only a relatively small expenditure is needed to make keyboarding by your staff an efficient rather than a time-wasting, expensive, error-prone operation.

The productivity gains which you can achieve by using our courseware result in very high benefit-to-cost ratios, often 10:1 in the first year, running up to 30:1 by year three. Typically, our programs result in an average 40% increase in keyboarding speed and a 90% reduction in error rates based on client reports from over 5000 companies and government agencies in 26 countries.

We service many industries and governments. You procure our equipment/courseware under GSA contract. We can complete your order prior to the end of Fiscal Year 1988.

Take two minutes to read our story in the attached flyer. Then, call me (415) 943-1177.

Also, I will plan to call you in the next 10-14 days to make a short 15 minute appointment.

Yours truly,

Thomas E. Jenkins, President
government division, KPI

Enclosures (2)

GSA contract GS-02F-50143

ARGENTINA AUSTRIA AUSTRALIA BRAZIL CANADA DENMARK EIRE FINLAND FRANCE JAPAN MEXICO NETHERLANDS NEW ZEALAND NIGERIA NORWAY
PORTUGAL SINGAPORE SPAIN SWEDEN SWITZERLAND UNITED KINGDOM URUGUAY VENEZUELA WEST GERMANY (and Associates Worldwide)

NEWLY AUTHORIZED GSA ITEM

INCREASE PRODUCTIVITY

The Way to Deal with Gramm-Rudman

You've already increased your organization's productivity by automating. You undoubtedly have many more personal computers, word processors, computer terminals, and other keyboard-driven devices than ever before.

And they've helped you keep up with growing workloads and shrinking budgets. But will they be enough for the budget stringencies you face in the Gramm-Rudman era?

Take the next step. Leverage your investment in automation. Address the remaining manual element that limits the productivity of all these high-speed devices. The keyboard.

Almost everyone uses a keyboard these days. Managers and professionals as well as secretaries, clerks, and typists. The productivity of your entire system relies on your having fast, accurate people at the keyboard. As you know full well, it's hard to find such people.

Keyboard Training

But you can train your people. Some organizations have found that effective training can increase keying speeds by 40% or more, and can decrease error rates by 90% or more. And that's not just for one or two employees. That's the *average* improvement across the entire workforce.

Modern keyboard productivity training is the key to such improvements. Keyboard Productivity Inc. (KPI) has been perfecting cost-effective training equipment and courseware for over 20 years.

Today, KPI's state-of-the-art Laser Keytrainer will increase your people's productivity at word processors or at any other Qwerty keyboard. And KPI's recently perfected Software Keytrainer will have the same impact on your people who use mainframe computer terminals or personal computers. It's all available under KPI's GSA contract.


KPI's Laser Keytrainer

Payback in Three Months

You can gain that increased productivity for your organization. Either type of Keytrainer and all the supplies are available through GSA contract GS-02F-50143. If your's is like most organizations, you'll recover the entire investment within three months. That's the power of increased keyboard productivity.

And the savings go on and on year after year. You can bring new people up to speed and your on-going workforce keeps getting better and better.
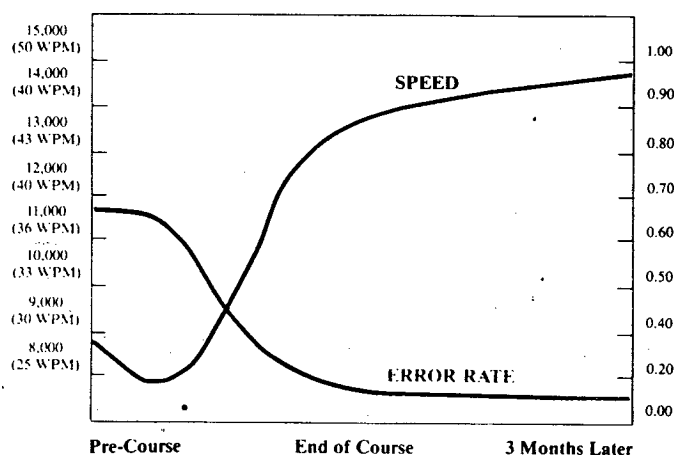
Typical Keyboard Skills
Improvement Pattern

Suppose your organization only gains a 20% improvement. That's equivalent to an extra hour and a half a day. Imagine what that could mean to you at the next budget freeze.

You don't have to leave it to your imagination, though. You can get a quantitative appraisal of your situation – a solid factual projection of the improvements you'll gain in *your* organization. And you can get this data before you invest in a single piece of equipment.

Your Own Appraisal Report

For a nominal fee, KPI will prepare an Appraisal Report specifically for you. Based upon a statistically reliable sample of your people, it will tell you what improvements you can expect and what your savings will be.

The Appraisal Report is factual and to the point. Consider these chapter titles:

• Recommended Productivity Standards

• Cost of Errors

• Individual User Results

• Training Recommendations

• Financial Projection

The report will describe the KPI training methods, show you how to implement the program, and even train your trainers.

A Blueprint for Productivity

With KPI's Appraisal Report, you'll have all the facts you need to make a decision. And you'll be prepared to implement the entire training program and start gaining your productivity improvements immediately.

Over 2,000,000 people have benefitted from KPI's training methods. The issue is not *if* a KPI program will increase your organization's productivity. The only issue is *how much* it will be increased.

The General Services Administration has placed this opportunity within your grasp. Call Tom Jenkins, President, KPI Government Division, 1399 Ygnacio Valley Road, Suite 20, Walnut Creek, CA 94598; telephone (415) 943-1177.

KPI
®
government division
keyboard productivity, inc.
1399 Ygnacio Valley Rd., Ste. 20
Walnut Creek, CA 94598
(415) 943-1177

Government Product News

Department of Revenue reaps profits of keyboard training

TAXING SITUATIONS multiply at the Illinois Department of Revenue (DOR). Each year, DOR processes more than 23½ million tax-related documents with slightly more than 130 data entry operators. Among these operators, there's a high turnover rate, coupled with a need for efficient training.

How does DOR keep up with its busy work load? One way is to train data entry operators in basic keyboarding skills, thereby decreasing errors and increasing productivity.

After carefully evaluating several keyboard training programs, officials selected Keytrainer, an audio-visual program developed by Keyboard Productivity, Inc. (KPI) of Culver City, Calif.

"The (Keytrainer) program focuses on 5 key areas: correct posture, proper finger movement, strict eye contact with documents, character-by-character keying, and good rhythm," explains Richard Littlehailes of KPI.

Exercises to correct poor posture emphasize keeping both feet on the floor and not resting wrists on the keyboard. Good posture habits help operators resist fatigue.

Next, the program stresses finger dexterity—since depressing more than 1 key at a time can jam the keyboard and cause time delays. Trainees learn warm-up exercises like finger bends and stretches.

To reinforce the practice of typing 1 character at a time, exercises include a random mix of letters, numbers, and punctuation marks.

Additional drills concentrate on typing single letters or numerals; then progressively focus on typing words, multiple digits, sentences, and columnar figures.

To teach trainees to memorize the keyboard, keys are covered with color-coded adhesive dots (a different color for each finger), and operators are told not to look at the screen. Why? Looking at the keyboard or screen can destroy confidence, cause eye-strain, and reduce productivity.

Generally, the training is conducted in workshops by a training coordinator. For agencies with heavy work loads (like DOR), a self-instructed version of the course lets operators set the pace.

To date, about 600 DOR employees have participated in the Keytrainer program. According to Shirley Donald, data processing supervisor at DOR, new hires without any previous training can now double their keying speed after just 40 hours of instruction. The department's error rate has decreased from 4.6 percent to less than 2 percent.

Donald further estimates that Keytrainer has increased overall productivity in the department by at least 30 percent. With a staff of about 130 data entry operators, that 30 percent increase translates into savings of hundreds of thousands of dollars a year.   **KA**

TAPPING INTO EFFICIENCY. In a production shop, such as the Illinois Department of Revenue, Keytrainer keyboard training program helps decrease errors and increase productivity among data entry operators.
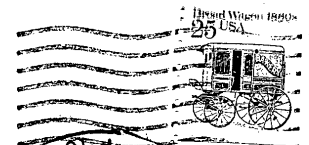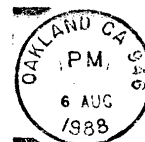
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KPI

GSA contract GS-02F-50143

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KPI government division

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Central Intelligence Agency
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